

- 4.6.4 **Handling of Emergency Calls.** Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to the nearest Public Safety Answering Point (PSAP). In addition, a CA must pass along the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services.
- 4.6.5 **In-Call Replacement of CAs.** CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of 10 minutes. CAs answering and placing an STS call must stay with the call for a minimum of 15 minutes.
- 4.6.6 **CA Gender Preferences.** TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.
- 4.6.7 **STS Called Numbers.** Relay providers must offer STS users the option to maintain at the relay center a list of names and telephone numbers that the STS user calls. When the STS user requests one of these names, the CA must repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.

#### 4.7 **Technical Standards.**

- 4.7.1 **ASCII and Baudot.** TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.
- 4.7.2 **Speed of Answer.** TRS shall include adequate staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network. TRS shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in queue or on hold. The 10 seconds begins at the time the call is delivered to the TRS center's network.

The call is considered delivered when the relay center's equipment accepts the call from the local exchange carrier and the public switched network actually delivers the call to the TRS center. Abandoned calls shall be included in the speed-of-answer calculation. A provider's compliance with this rule shall be measured on a daily basis. The system shall be designed to a P.01 standard. A carrier shall provide the call attempt rates and the rates of calls blocked between the carrier and the relay center to relay administrators and relay centers upon request.

- 4.7.3 Equal Access to Interexchange Carriers.** TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.
- 4.7.4 TRS Facilities.** TRS shall operate every day, 24 hours a day. TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use. TRS shall transmit conversations between TTY and voice callers in real time. Adequate network facilities shall be used in conjunction with TRS so that under projected calling volumes the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.
- 4.7.5 Technology.** No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to persons with disabilities. VCO and HCO technology are required to be standard features of TRS.
- 4.7.6 Voice Mail and Interactive Menus.** CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any

charges for additional calls that must be made by the relay user in order to complete calls involving recorded or interactive messages.

- 4.7.7 Pay-per-call Calls.** Relay services shall be capable of handling pay-per-call calls.

**4.8 Functional Standards.**

- 4.8.1 Consumer Complaint Handling.** Service providers shall describe the steps to be taken in resolving complaints regarding services or personnel. The complaint procedures, or a reference to them, must be included in all printed materials about the relay service for the community outreach program and any material distributed for the public or relay users. The contractor shall ensure that any caller to the relay center will be able to reach a supervisor or administrator while still on line during a relay call if they have a complaint. Proposals must guarantee that a consumer complaint log and complaint resolution procedures meeting FCC requirements will be maintained by the TRS vendor. The log must include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution. Beginning July 1, 2003, the service provider shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the State and FCC by July 1 of each year. Proposals must include a sample of the written notification that will be sent to all consumers registering a complaint that explains the procedures for the resolution of complaints, including contact information for both the Commission and the FCC should they not be satisfied with the resolution of the complaint by the TRS vendor. To enable the Commission to both meet its complaint resolution responsibilities to the FCC and to monitor the relay services being provided to ensure that the service provider is providing good relay services and making reasonable efforts to resolve complaints, the TRS service provider will make the full contents of the complaint log available, on request, and provide the names and addresses or phone numbers of any complainants available to the Commission upon request. Service providers shall propose a method to make the resolution of any complaint

available for such review. If complaints are issued a unique identifier (number), for instance, an acceptable method would enable the Commission to identify a sample of identifiers and receive the details of those particular complaints and contact information of the complainants from the TRS service provider.

- 4.8.2 Long distance calls.** Service providers must provide billing for long distance services and state how the FCC's carrier of choice requirement will be met. TRS users shall pay rates for intra-state and interstate long distance calls that are no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination. Service providers shall specify the long distance service to be used if the caller does not specify a carrier of choice, and whether any special discounts will be provided to TRS calls.
- 4.8.3 Treatment of TRS customer information.** Consistent with FCC requirements, should a different TRS provider be selected to provide relay services for the State in the future, the TRS provider shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days before the provider's last day of service provision. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order. The service provider may not use any information obtained from relay calls to support other business.
- 4.8.4 Staffing.** The service provider shall: (1) provide a listing of proposed staffing that will be required to handle the State's calls, either in a separate new relay center or additional staffing system wide, including, if appropriate, shift supervisors, clerical staff, CAs, management personnel and other needed positions on the various shifts during a week;

(2) include job descriptions and qualifications for the various positions that will be added; (3) describe any efforts that will be made for the active recruitment of employees with American Sign Language and relay service experience and with expertise working within the deaf community; and (4) include an example of the form CAs will be required to sign pledging to protect the confidentiality of TRS users. The relay center shall not utilize volunteers as CAs.

**4.8.5 Proficiency testing.** The service provider shall provide an example, copy or detailed description of a standardized, quantifiable, performance-based Relay Operator Proficiency Examination or other screening procedures that covers spelling, typing, dictation, procedures, characteristics of ASL as it may be reflected in the written language of TDD users, deaf culture, ethics and confidentiality, and professional judgment that ensures that CAs hired and retained by the service provider will meet or exceed the minimum qualifications identified in this RFS. The service provider shall also describe the procedures that will be used to ensure that CAs continue to meet the minimum requirements after they are hired.

**4.8.6 Staff development.** The service provider shall demonstrate how it will provide ongoing staff training.

**4.9 Location and Capabilities of Relay Center(s).** The service provider must demonstrate its ability to put into place a fully-functioning relay center (or centers) meeting the operational, technical and functional standards described previously and elsewhere in this section of the RFS. If the service provider proposes either building a new relay center or expanding the capability of existing relay centers, it must provide documentation demonstrating that it will be able to secure the needed building space, telecommunications and other necessary equipment and trained personnel to provide the proposed services.

**4.9.1 Site Requirements.** The service provider shall document its ability to provide building space for a relay center to handle the State's calls, perform all necessary site preparation work, provide all office furniture and office supplies and furnish all recurring and non-recurring physical plant needs. There shall be individual

workstations for operators of each terminal. Building and office space shall demonstrate expansion capability to handle any increased call volume. A service provider already operating one or more relay centers should provide details of its existing facilities and document how it would accomplish needed building expansion to handle the State's relay calls and its ability to further expand to respond to increased call volumes system-wide.

- 4.9.2 Location.** The building housing the operators may be located in the State of Hawaii or outside the State where the service provider is already operating a relay system for another state or states. Service providers may also propose various combinations of in-state and out-of-state facilities to handle the Hawaii relay operation at different times of the day or days of the week. Service providers proposing that any portion of relay services be provided in an in-state center can route calls to an existing relay center outside the State, prior to establishing an in-state center.
- 4.9.3. Equipment.** The service provider shall furnish all necessary telecommunications equipment and provide and arrange for all telephone service into and out of the relay center. The transmission circuits shall meet or exceed interexchange performance standards for circuit loss and noise. The center must have telecommunications equipment capable of receiving and transmitting in both Baudot and ASCII codes. Relay systems must be capable of automatically identifying incoming TDD signals as either Baudot or ASCII.
- 4.9.4 Back-up.** The service provider shall demonstrate an adequate back-up system, or show how relay calls could be rerouted to another relay center with sufficient capacity to handle the additional load in the event of a power outage, fire, cut trunk line or other disaster making a relay center inoperable for a period of time. If the service provider has experienced relay centers going off line in the past, it should provide information on how that contingency was handled, and the extent of the disruption in service that was experienced by relay users. If the service provider does not own a back-up relay center, then proof of a

contractual agreement with a proposed back-up center must be provided. The service provider shall also demonstrate how it will maintain an auxiliary source of power which is functionally equivalent to normal control office auxiliary sources of power so that the TRS will continue to function during power outages.

- 4.9.5. Transition Plan to New Service Provider.** Service providers shall describe a plan to transition TRS, including the TTY rental program, from the existing TRS provider if they are selected as the new service provider. The plan shall allow time as necessary to notify and educate TRS users and the general public about any changes that the transition may entail and shall describe the procedure for notifying and educating TRS users and the general public as needed. The plan shall also include a timeline of critical dates for major steps in the implementation process.

**4.10 TTY Rental Program.** Service providers shall establish a TTY rental program that is comparable to the existing program offered by Verizon Hawaii Inc. Under the terms of the existing rental program, tariffed under Verizon Hawaii Inc.'s PUC Tariff No. 2, Section 1B, TTYs are rented to: (1) hearing-impaired customers who have a hearing loss of 75 decibels or greater as certified by a doctor's certificate or audiologists' report; and (2) customers with a communication disorder which severely interferes with communicating effectively over the telephone, as certified by a physician or speech-language pathologist. The units are rented for \$6.00 per month for personal use only and are repaired or serviced at no charge to the customer. They are available from Verizon Hawaii Inc.'s Verizon Plus (fka, Phone Mart) locations. Furthermore, customers are liable for damages caused by negligence or willful act and for loss or theft. Upon disconnection of service, TTYs must be returned within seven days.

Service providers' proposed TTY rental programs shall provide for a monthly rental rate of no more than \$6.00 and repair and servicing of TTYs at no charge to the customer. Service providers shall describe the full details of their proposed TTY rental program, including rental rates, terms and conditions, statewide distribution, repair and servicing plans, relevant timelines, and customer notification and education plans. Nothing in this section shall prevent the service provider from including equipment other than TTYs on a going forward basis.

**4.11 Account Representative.** The service provider shall assign an account representative for the State's relay service with good communications skills in both ASL and written English, who may also be the representative from other states served by the service provider. The service provider shall describe the full duties and qualifications of the account representative including a job description, what other states besides Hawaii will be assigned to the representative, where the individual will maintain his primary office, what portion of the time the representative will actually be in Hawaii, the community and business group meetings that will be attended, and the respective roles of the account representative and others who will be handling consumer complaints, concerns and ideas.

**4.12 Advertising, community outreach and travel reimbursement.** Service providers should fund all activities for the account representative from their primary source of income from the State - reimbursements based on their price per minute for relay services. Service providers should generally describe the advertising and additional community outreach incorporated in the proposal.

**4.12.1 Advertising.** Service providers shall provide advertising for the Relay Program, including informational brochures and promotional items, production and airing of Public Service Announcements and other effective methods of making citizens throughout the State of Hawaii familiar with the Relay Program. Service providers shall include examples of advertising materials and programs that have proven effective in other states and which could be modified for use in Hawaii.

**4.12.2 Community outreach.** Service providers should also provide examples of community outreach activities that would be part of an account representative's normal duties, including but not limited to: (1) efforts to inform and educate the deaf, hard-of-hearing and speech-impaired community about the services offered, equipment options, and complaint procedures; (2) efforts to inform and educate the non-disabled population, including businesses and government agencies about the services and the types of calls they may expect to receive or initiate.



**4.12.3 Travel.** The service provider shall pay for travel of 2 Commission technical or management staff for the yearly meeting of National Association of State Relay Administrators.

**4.13 Reports.** The service provider shall provide a monthly report with the monthly billing statement which will enable the Commission to monitor whether the relay service is meeting each of the FCC and State performance standards. The report shall also include summary information on complaints received and their resolution as well as information on specific complaints, when appropriate. When applicable, the monthly report should include information on any hardware procedural or service enhancements made to the relay service. After receiving authorization from the Commission, the selected service provider may request designation of certain written reports as proprietary, consistent with the Commission's practice and procedures.

**4.14 Audit Requirements.** The Commission retains the right to audit the service provider pursuant to Chapter 6-80, Hawaii Administrative Rules.

**4.15 Commission registration required.** Prior to providing TRS, the service provider must hold a certificate of authority to provide telecommunications services in the State pursuant to chapter 269, Hawaii Revised Statutes, and chapter 6-80, Hawaii Administrative Rules.

**4.16 Additional services.** This RFS specifies minimum requirements for the State's relay services. Nothing in this section or other sections of the RFS is intended to prohibit a service provider from offering additional services to users. Service providers should specify any additional services that will be provided and the additional cost per call minute for which additional points may be awarded by the evaluation committee.

**4.17 Additional requirements for FCC certification.** Service providers shall identify other FCC requirements for certification related to TRS service provider operational, technical or functional performance not otherwise listed in this section of the RFS and specify how those requirements will be met.

**SECTION 5: SERVICE PROVIDER PROPOSAL FORMAT**

Submit one original and nine copies of the proposal and one electronic copy of the proposal.

**5.1 Transmittal Letter/Overview/Summary Statement.** Service providers shall provide a transmittal letter on company letterhead signed by an individual authorized to commit the company to the work proposed. The letter shall identify all material and enclosures being forwarded collectively as a response to this RFS. The service provider must clearly identify all intended subcontractors in the transmittal letter which may be needed to satisfy the requirements of this RFS. The service provider must acknowledge receipt of any amendments to the RFS by amendment number. If the service provider is willing to comply with all requirements of the RFS, the service provider must make a positive statement to that effect in their transmittal letter. If the service provider is unwilling to comply with any terms, conditions, or other requirements of the RFS, or with any contract provisions provided in the sample order accompanying this RFS, the service must so indicate here and in the appropriate section of the service provider's proposal. If in the body of the proposal the service provider indicates technical noncompliance with the RFS, the service provider may be rejected by the evaluation committee notwithstanding any assurances in the Transmittal Letter. Service providers are invited to use the Transmittal Letter or the beginning of their proposal to provide an overview of their proposal or other summary information that will provide a valuable context for the detailed review of the remaining contents.

**5.2 Technical Component (Response to the Statement of Work).** Starting with paragraph 4.2 in the Section 4 Statement of Work portion of this RFS, service providers shall respond to each paragraph and subparagraph of the section using the same numbering system. Service providers must respond directly to each section with a complete response detailing how the specification(s) therein will be met.

**5.3 Price Component (Proposed Price per Call Minute).** This section of the proposal must contain the service provider's fixed price per call minute for the total effort required to implement and operate the proposed services. Prospective TRS providers must submit two price proposals differing in funding mechanism assumptions only. One proposal must assume billing and collection of TRS revenues through a surcharge upon each subscriber line provided by each telecommunications carrier in the State, while the other proposal must reflect billing and collection through a percentage surcharge upon revenues of every telecommunication service provider in Hawaii. Estimated proposal prices are not acceptable. Payments will be based on contracted

services actually performed in accordance with the fixed price determined through this competitive bid. The State will reimburse the contractor monthly at the fixed price rate for all billable call minutes. To ensure that all service providers use the same criteria to determine billable call minutes, a call minute is defined as the time, in minutes and seconds, from the moment when a CA is ready to render assistance and/or ready to accept information to process a call until both relay users disconnect. This shall not include the time prior to the moment when a CA is ready to accept information to process a call, or time that the caller is in a queue or on hold waiting for the CA. Each service provider will submit a total price per call minute (flat rate) based upon information derived from this RFS. It is anticipated that each service provider will carefully evaluate numerous factors in arriving at its proposed price. Effectiveness of outreach efforts and increased advertising will have a direct bearing on future call volumes. A flat rate per call minute over a three-year period should take into consideration the anticipated continued increases in call volumes and resulting economies of scale. Efficiencies gained through anticipated technological advancements over the three years should also be considered. In addition, service providers must consider in their proposed cost the administrative costs of billing and collecting service revenues from telecommunication carriers. Also, the service provider will assume all responsibility for cost associated with establishing, accounting and maintaining the service revenues and expenses in a separate fund or account as required under Section 5.3.2. Service providers must submit a firm price quotation. Estimated prices or incomplete prices may be used as a basis for rejection of a proposal. The price contained in the service provider's proposal shall be binding for the initial three years of the contract period. For the following years, with the provision for the Commission to continue service for an additional 2 years, the price can not be increased by more than five percent (5%) each year unless the contractor and the State mutually agree that a 5% cap is unrealistic or unfair. No deviations, qualifications or counter offers will be accepted. The State reserves the right to reject all proposals.

- 5.3.1 Billing and Collection of TRS Revenues.**  
The service provider shall be fully responsible for all billing and collection of TRS revenues. This includes, but is not limited to, mailing and receiving invoices for payment, establishing any billing and collection agreements or contracts with other telecommunication providers to assure proper payment for TRS, properly recording all TRS revenues and disbursements into a separate account or fund, providing detailed revenue and expense reports to the commission and other procedures

that may be necessary. In order to help service providers project this administrative cost, we provide the following historical data:

Option 1 (Subscriber Lines):

Verizon Hawaii Inc., the largest local exchange carrier in Hawaii, currently collects the TRS surcharge from 620,000 subscriber lines.

Option 2 (Gross Revenues):

<u>Year</u>	<u># of Carriers</u>
-------------	----------------------

2002	195
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**5.3.2 TRS Account or Fund.** The service provider shall be required to maintain and account for all TRS revenues and expenditures in a separate account. Such accounting shall include separated interstate and intrastate revenues and expenditures in accordance with jurisdictional separation procedures and standards set forth in the Federal Communications Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended. The service provider shall receive and deposit all payments from all carriers that are required to pay for TRS. The service provider shall provide the commission, at the end of each month, a statement or report of all deposits and withdrawals from this account, including beginning and ending balances. This report is due 15 days after the close of the previous month. Commission approval is required for any withdrawal from this account, as provided in section 4.5.

**5.3.3 Contributions to the Fund.** All telecommunications carriers operating or providing telecommunications service within the State shall contribute to the TRS fund. The commission shall annually, by order, set the amount of the contribution required to be made to the TRS fund by each telecommunications carrier, based upon one of two methods: 1) a surcharge upon each telephone subscriber line provided by each telecommunications carrier in Hawaii or 2) a percentage surcharge upon the gross intrastate revenues of every telecommunications provider in Hawaii.

Each telecommunications carrier shall pay its contribution directly to the service provider at dates and intervals set by the commission. Any interest charges due to late payment shall be between the service provider and the telecommunications carrier. Any interest earned from contributions to the TRS fund shall become part of the fund and be used to support the provision of current and future TRS.

Any amounts remaining in the TRS fund at the end of the contract period shall remain in the fund. If a new provider is selected, this fund transfers fully to the new provider.

**5.4 Management Component (Qualifications and Track Record of the Service Provider)**

**5.4.1 Description of service provider, subcontractors and management approach.** The service provider shall provide comprehensive descriptive information about the company that will be providing the relay service; a delineation of the relationship between the service provider and any and all subcontractors; general internal management procedures for accomplishing the activities and an overview of any existing relationships with the State. It shall also provide information on key individuals on the management team who will be responsible for instituting and maintaining the relay services and provide an organization chart that demonstrates how relay services and individual relay centers fit into the overall organization.

**5.4.2 Service provider resources.** The service provider, together with any subcontractors, must demonstrate that they can financially carry out all start-up and expansion costs to provide the State's relay services for the first two months before it collects its first monthly surcharge. The service provider must demonstrate adequate financial funding and technical ability to handle the relay calls that will be generated by the State, including possible increases in call volumes each year. The service provider shall also demonstrate that they have the depth of personnel resources necessary to carry out all aspects of this RFS within existing financial constraints. The service provider will be required to show financial statements from the last three years or, if the

service provider has not been in business for three years, since the business began.

- 5.4.3 Service provider experience providing relay services.** Service provider shall provide sufficient information, including references, to allow the evaluation committee to determine the scope of the service provider's experience which would enable them to provide the type of services described in this RFS. The service provider shall describe all experience they have had in providing relay services or telecommunications equipment to the disabled. For applicable experience, the service provider shall provide a description of service, the state in which they were performed, and the names and phone numbers of the State Relay Administrators or other persons with the serviced entities responsible for evaluating the quality of services rendered and compliance with the contractual obligations. Service providers currently providing relay services for other states should provide current call volume data and the context for the provision of relay services to Hawaii.

## **SECTION 6: PROPOSAL INSTRUCTIONS, EVALUATION AND AWARD**

**6.1 Submission and General Instructions.** Proposals must be received on or before the date and time indicated in the Schedule of Activities. It is the responsibility of the service provider to ensure that the Commission receives the proposal on or before the Proposal Submission Deadline (Section 2.2.2), regardless of the delivery method used.

Submit one original and (9) copies of the proposal, as well as an electronic copy in Word or Adobe Acrobat PDF format. The proposal package shall be delivered to or sent by mail to:

Hawaii Public Utilities Commission  
465 South King Street, Rm. 103  
Honolulu, Hawaii 96813  
Attention: TRS review committee

The proposal must be signed in ink by an officer of the service provider who is legally authorized to bind the service provider to the proposal. Proposals, which are determined to be at a variance with this requirement, may not be accepted.

**6.2 Process.** An evaluation committee will evaluate the merits of the proposal received in accordance with the evaluation factors stated in this RFS and formulate a recommendation. The Commission will make a formal selection through a Decision and Order.

Failure of a service provider to provide any information requested in this RFS may result in the disqualification of the proposal. This responsibility belongs to the service provider.

The service provider with the highest evaluation score will be selected as the sole TRS provider in the State.

**6.3 Evaluation Factors.** The evaluation committee will evaluate proposals based on responses to the technical, cost and management components described in the RFS. The proposals will be scored on a 1,000 maximum point scale.

**6.3.1 Technical Component** (350 points). Responsiveness to Section 4 of this RFS will be evaluated based on:

- Compliance with mandatory requirements including operational, technical and functional standards;
- Quality of proposed TRS;
- Technical sophistication of proposed TRS network;
- Any proposed service and technological enhancements which improve service without significantly increasing cost; and
- Ability to meet proposed commencement date for TRS.

**6.3.2 Price Component** (300 points). Of the qualifying proposals, the one with the lowest price per call minute will be awarded the maximum possible points for this component. Other proposals will be awarded points for this component equal to the lowest proposed price multiplied by the maximum possible points for this component, divided by the higher proposed price.

**6.3.3 Management Component** (350 points). The evaluation committee will evaluate the qualifications and track record of each service provider as submitted in response to Section 5.4. It will award points for this component based on each service provider's overall ability, qualifications and experience in providing TRS.

VERIZON  
LIVESOURCE  
NATIONAL FORCE MANAGEMENT CENTER

2/5/03

HAWAII TRS USAGE 01 02 Rc

L HAWAII TRS CALLS AND MINUTES

2002

12 mo.

TOTAL CALLS

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVG
10579	8971	9957	10021	10077	9649	10019	10427	9253	9805	9438	9660	9821
57073.71	48817.19	55526.87	55516.34	55171.58	51477.42	49827.83	53942.35	50691.02	52767.24	46560.8	49040.6	52200.39
323.7	326.6	334.6	332.4	328.5	320.1	298.4	310.4	328.7	322.9	296.0	304.6	318.9
5.40	5.44	5.58	5.54	5.48	5.34	4.97	5.17	5.48	5.38	4.93	5.08	5.32

1 TOTAL MINUTES OF USAGE

2 AVERAGE SECONDS OF USAGE

3 AVERAGE MINUTES OF USAGE

2001

TOTAL CALLS

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	AVG
13058	13401	10603	10215	10108	10480	10573	11027	10657	10202	10367	10134	10902
55779.42	58473.03	56637.69	55807.95	53083.85	55963.2	54327.6	59123.1	58133.94	54648.71	52733.47	52240.77	55579.39
256.3	261.8	320.5	327.8	315.1	320.4	308.3	321.7	327.3	321.4	305.2	309.3	307.9
4.27	4.36	5.34	5.46	5.25	5.34	5.14	5.36	5.46	5.36	5.09	5.16	5.13

1 TOTAL MINUTES OF USAGE

2 AVERAGE SECONDS OF USAGE

3 AVERAGE MINUTES OF USAGE

NOTES:

1 TOTAL MINUTES OF USAGE is derived from the monthly Average Work Time/Customer Served Time in seconds divided by 60 and multiplied by the total number of calls per month.

2 AVERAGE SECONDS OF USAGE is the Average Work Time/Customer Served Time for the month.

3 AVERAGE MINUTES OF USAGE is derived from the average number of seconds per call divided by 60.

FINAL RFS  
April 4, 2003  
Docket No. 03-0058

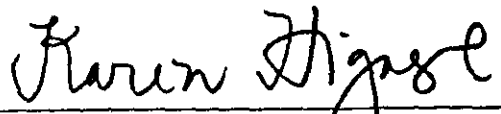


CERTIFICATE OF SERVICE

I hereby certify that I have this date served a copy of the foregoing Order No. 20111 upon the following parties, by causing a copy hereof to be mailed, postage prepaid, and properly addressed to each such party.

DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS  
DIVISION OF CONSUMER ADVOCACY  
P. O. Box 541  
Honolulu, HI 96809

JOEL K. MATSUNAGA  
VICE PRESIDENT-EXTERNAL AFFAIRS  
VERIZON HAWAII INC.  
P. O. Box 2200, A-17  
Honolulu, HI 96841

  
\_\_\_\_\_  
Karen Higashi

DATED: April 4, 2003



## **Appendix V**

**Copies of Phone Bill with Surcharge Rate  
and Surcharge Press Release**

# Copy of Phone Bill with Surcharge Rate or Legislative Order

Page 1 of 1

**Hawaiian Telecom**  
www.hawaiiantel.com

## BALANCE FORWARD

PREVIOUS BALANCE		\$53.48
PAYMENTS RECEIVED		\$53.48 CR
Aug 05	Recurring ACM - Thank you	\$53.48 CR
CREDITS & ADJUSTMENTS		
Internet Service		

Account Number:  
Billing Telephone #:  
Invoice Number: 19808521  
Customer POC: 0  
Invoice Date: 08/15/07  
Service Period: 07/15/07 - 08/15/07  
Usage Period: 07/15/07-08/15/07  
Payment Due: September 15 2007

TOTAL BALANCE FORWARD

## ACCOUNT ACTIVITY DETAIL

REGULATED LOCAL SERVICE - (08/15/07 - 08/15/07)

Additional Services		\$16.65
Touch Call	\$1.65	
Residence Line	\$14.40	
Busy Recall	\$0.00	
Last Call Return '60	\$0.00	
Local Regulated Taxes, Surcharges and Regulatory Fees		\$10.40
Serviceable 911 Emergency Service Surcharges	\$0.27	
Intrastate Surcharge	\$1.61	
Federal Universal Service Fee (Primary Line)	\$2.74	
FUC Fee	\$0.00	
Telecommunications Relay Service	\$0.34	
Federal Excise Tax	\$0.77	
General Excise Tax	\$0.31	
Inter-Acc Using Sgl Lr	\$0.50	
TOTAL REGULATED LOCAL SERVICE FOR		\$38.50

BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF HAWAII

----- In the Matter of ----- )  
 )  
PUBLIC UTILITIES COMMISSION )  
 )  
Instituting an Investigation )  
Into the Availability of )  
Experienced Providers of )  
Quality Telecommunications )  
Relay Services, Pursuant to )  
Section 16.6, Hawaii Revised )  
Statutes. )  
\_\_\_\_\_ )

DOCKET NO. 03-0058

ORDER NO. 20193

Filed May 23, 2003  
At 3:15 o'clock P.M.

Karen Higashi  
Chief Clerk of the Commission

BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF HAWAII

----- In the Matter of ----- )	
PUBLIC UTILITIES COMMISSION )	Docket No. 03-0058
Instituting an Investigation )	Order No. 20193
Into the Availability of )	
Experienced Providers of )	
Quality Telecommunications )	
Relay Services, Pursuant to )	
Section 16.6, Hawaii Revised )	
Statutes. )	
_____ )	

ORDER

I.

Hawaii Revised Statutes (HRS) § 269-16.6 requires the commission to investigate the availability of experienced providers of quality telecommunications relay services (TRS) and select the best qualified provider of such service. Thus, by Order No. 20067, filed on March 7, 2003, the commission instituted a proceeding to investigate the availability of quality TRS providers.<sup>1</sup> By that same order, the commission ordered Verizon Hawaii Inc. and the Division of Consumer Advocacy, Department of Commerce and Consumer Affairs (Consumer Advocate) to be parties to the proceeding.

On March 10, 2003, the commission sent letters to Verizon Hawaii Inc., the Consumer Advocate, Sprint Communications

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<sup>1</sup>On February 24, 2003, the current provider of TRS, Verizon Hawaii Inc., provided its notice to terminate its provision of TRS in Hawaii in July 2003.

Co., LP (Sprint), AT&T, Hamilton Relay Service, MCI Global Relay, CSD, SBC Southwest, and Vista Information Technologies, seeking comments and suggestions on the commission's draft request for services (RFS) by March 27, 2003.

On March 27, 2003, Sprint and Verizon Hawaii Inc. filed their comments on the draft RFS. On March 31, 2003, Hamilton Telecommunications submitted its comments on the draft RFS (e-mailed to the commission on March 27, 2003). On April 1, 2003, the State of Hawaii Disability and Communication Access Board submitted its comments on the draft RFS.

By Order No. 20111, filed on April 4, 2003, the commission: (1) adopted and made part of the order the final RFS dated April 4, 2003; and (2) ordered the Consumer Advocate to designate a representative to be a member of the evaluation committee by April 23, 2003. On April 23, 2003, the Consumer Advocate designated Marcey Chang, Chief Engineer, as the Consumer Advocate's representative on the evaluation committee.

On April 7, 2003, the commission published, state-wide, its public notice for the Invitation of Bids, due on April 23, 2003. That same day, the commission also sent letters and copies of Order No. 20111 and the final RFS soliciting proposals for the provision of TRS in the State of Hawaii to Sprint, AT&T, Hamilton Relay Service, MCI Global Relay, CSD, SBC Southwest, and Vista Information Technologies.

On April 21, 2003, Hamilton Telephone Company, dba Hamilton Telecommunications (Hamilton), filed its proposal.

On April 23, 2003, Sprint filed its proposal. The commission's RFS evaluation committee<sup>2</sup> for TRS reviewed the proposals and issued its recommendation to the commission on April 29, 2003. By Decision and Order No. 20163, filed on April 30, 2003, the commission selected Sprint to be the exclusive provider of intrastate TRS within the State of Hawaii from July 1, 2003 to June 30, 2006.<sup>3</sup>

Thus, by this order, we are providing notice to all telecommunications carriers under our jurisdiction of, among other things, our selection of Sprint as the provider of TRS, the establishment of a new TRS fund, and the imposition of various requirements authorized by the recently-adopted Act 50, Session Laws of Hawaii 2003.

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<sup>2</sup>The members of the evaluation committee are Kevin Katsura - Legal Counsel, Steven Iha - Chief Auditor, Lisa Kikuta - Researcher, Richard VanDrunen - Engineer, Janice Masuda - Engineer, and Marcey Chang - Chief Engineer for the Consumer Advocate.

<sup>3</sup>Decision and Order No. 20163 also: (1) made the contents of Sprint's proposal and the terms of the commission RFS binding on Sprint; (2) required Sprint to file a proposed transition timetable within 14 days of the Decision and Order and to update the commission bi-weekly of its progress in transitioning Hawaii TRS from Verizon Hawaii Inc. to Sprint, until the transition is fully complete; (3) required Sprint to submit to the commission all updates and information needed for the commission's TRS state certification renewal application required by the Federal Communications Commission; and (4) required Sprint to file a proposed tariff for commission review and approval describing the terms and conditions of its TRS.

### III.

#### A.

##### Establishment of the TRS Fund

Pursuant to the final RFS adopted and made part of Order No. 20111, filed on April 4, 2003, the TRS service provider, Sprint, is required to maintain the TRS fund. The final RFS specifies, in part:

**5.3.2 TRS Account or Fund.** The service provider shall be required to maintain and account for all TRS revenues and expenditures in a separate account. Such accounting shall include separated interstate and intrastate revenues and expenditures in accordance with jurisdictional separation procedures and standards set forth in the Federal Communications Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended. The service provider shall receive and deposit all payments from all carriers that are required to pay for TRS. The service provider shall provide the commission, at the end of each month, a statement or report of all deposits and withdrawals from this account, including beginning and ending balances. This report is due 15 days after the close of the previous month. Commission approval is required for any withdrawal from this account, as provided in section 4.5.

**5.3.3 Contributions to the Fund.** All telecommunications carriers operating or providing telecommunications service within the State shall contribute to the TRS fund. The commission shall annually, by order, set the amount of the contribution required to be made to the TRS fund by each telecommunications carrier, based upon one of two methods: 1) a surcharge upon each telephone subscriber line provided by each telecommunications carrier in Hawaii or 2) a percentage surcharge upon the gross



intrastate revenues of every telecommunications provider in Hawaii.

Each telecommunications carrier shall pay its contribution directly to the service provider at dates and intervals set by the commission. Any interest charges due to late payment shall be between the service provider and the telecommunications carrier. Any interest earned from contributions to the TRS fund shall become part of the fund and be used to support the provision of current and future TRS.

Any amounts remaining in the TRS fund at the end of the contract period shall remain in the fund. If a new provider is selected, this fund transfers fully to the new provider.

B.

Amount of Contribution

Pursuant to Act 50, Hawaii Session Laws 2003, promulgated on May 7, 2003 (Act 50), attached as Exhibit "A", the commission may require every telecommunications carrier providing intrastate telecommunications services in the State of Hawaii to contract with Sprint for the provision of telecommunications relay service. Accordingly, by this Order, we will require every aforesaid carrier to contract with Sprint for the provision of TRS, for the period beginning July 1, 2003 to June 30, 2006.

Act 50 further authorizes the commission to require every carrier providing intrastate telecommunications service to contribute to the TRS fund maintained by Sprint. In this respect, we will require every carrier to contribute to the TRS fund on the basis of gross operating revenues from the retail provision of intrastate telecommunications services during the